

### Non-Medical Attendants (NMA)

- Must be deemed medically necessary, and approved by medical staff
  - If the patient is under 18 years old, NMA is automatically approved
  - A spouse who does not drive does not meet the NMA requirement
- Active Duty
  - Will receive orders/request reimbursement through DTS
  - When submitting a Local Voucher include the name of the patient for whom you acted as a NMA.
  - Must submit at least **3 duty days** prior to departure
- Non-Active Duty (Retirees and Dependents or Civilians)
  - Civilians (with no military affiliation) can act as NMA's for patients. Reimbursement will be paid through Finance.

### Primary Care Manager (PCM) not in 27 SOMDG

If you have a civilian PCM, you will need to submit for orders and reimbursement to the Tricare Regional Office—West (TROW). Forms are at <http://tricare.mil/trowest/Prime-Travel.cfm>. Patient Administration is available for questions.

### Rules to remember

- Each trip requires it's own voucher/orders request
- Orders need to be requested prior to travel, Patient Administration will work with individuals on a case-by-case basis for certain circumstances
- Some Emergency Care reimbursement may occur, these are all reviewed on a case-by-case basis by our Chief of Medical Staff and our Hospital Administrator.
- Beneficiaries must be enrolled in TRICARE Prime
  - A Primary Care Manager in the 27 SOMDG (processed by the 27 SOMDG)
  - A civilian Primary Care Manager (processed by TROW)

### References

(all are available in the TOPA office)

Reference JFTR Volume 1 Chapter 4 Paragraph F

27 SOMDG TRICARE Prime and Non-Medical Attendant Patient Travel Policy Letter

TRICARE Prime Travel Benefit, [www.tricare.mil](http://www.tricare.mil)

National Defense Authority Act

[www.defensetravel.dod.mil/perdiem/pdrates.html](http://www.defensetravel.dod.mil/perdiem/pdrates.html)

## 27 SOMDG Travel Reimbursement Program



The 2001 National Defense Authorization Act (NDAA) dictates that TRICARE Prime beneficiaries who are referred by their Primary Care Manager (PCM) for medically necessary services at a location more than 100 miles from their PCM **may** be eligible to have their “reasonable travel expenses” reimbursed by TRICARE. Travel reimbursement is for travel to a specialty provider, for routine care. Case by case review will occur for Emergency Status travel reimbursement requests. Government rates will be used to estimate the reasonable cost. Beneficiaries are expected to use the least costly mode of transportation. Receipts are required for **all** travel reimbursement requests (lodging, gasoline and food).

Beneficiaries will only be reimbursed if the specialty care is not locally available or if the provider has deemed it medically necessary for you to travel. If a beneficiary chooses to go to another location when the care is available locally, we are unable to reimburse for the travel.

### Different types of reimbursement:

**Same day trip (less than 12 hours):** Drove to the appointment and returned to Cannon AFB on the same day

**Overnight stay:** Appointment was scheduled at such a time that for safety purposes lodging was authorized or medical necessity dictated a multi-day visit. Members *must* request orders through the Patient Administration Office at least **3 duty** days prior to departure. Approved overnight stays to the following cities are based upon the below show times for appointments:

- Roswell, Amarillo, or Lubbock appointment at or before 0830
- Over 150 miles, appointment at or before 1030
- Late treatments with extended driving on a case-by-case basis (speak with the Military staff for clarification)

**Non-Medical Attendant (NMA):** When the PCM deems it necessary for the member to have a NMA, the NMA is authorized reimbursement. By statute the NMA for some one under the age of 18 must be a parent, legal guardian or other adult family member. However, if the NMA is not the parent, the NMA must be at least 21 years of age. The NMA is not required to be enrolled in TRICARE Prime or to be TRICARE-eligible.

## Retired Military Personnel and all Dependents

Retired military personnel and all dependents are authorized reimbursement of actual expenses up to the per diem authorized rates for the appointment location. Reasonable travel expenses are the actual costs incurred by the beneficiary when traveling to their specialty provider, not in an emergency status. Costs include meals, gas, tolls, parking and tickets for public transportation (i.e. airplane, train, bus etc.). Beneficiaries are required to submit receipts for all expenses.

### **Local Travel:**

- If the appointment was a same-day trip the member will need to come into the Patient Administration office to fill out a local voucher form.
- Members will need all receipts
- The form will be reviewed and authorized by Patient Administration
- The member will take the voucher to Finance who will review the paperwork and process the voucher through DFAS at Ellsworth AFB, SD
- Finance is located in bldg 600 and with hours of operations (0800—1500)
- Members will receive a check in the mail for the government allowable rate
- Save **ALL** receipts

### **Overnight Stay:**

In the event of an overnight stay, members must request orders through the Patient Administration office prior to departure. Orders are processed using the Automated Business Services System (ABSS) system. Members will need orders prior to travel and prior to submitting a voucher with Finance.

- ABSS orders are submitted using the individual's Social Security Number (i.e. if an Active Duty dependent requires orders it will be based off of their patient's Social Security Number, not the military sponsor's)

### *Notes:*

- Actual Expenses include:
  - Gas Reimbursement
  - Actual cost of lodging
  - Meals (for overnight travel, not to include alcoholic beverages)
  - Not to exceed the MAX government allowable rate found at [www.defensetravel.dod.mil/perdiem/pdrates.html](http://www.defensetravel.dod.mil/perdiem/pdrates.html)
- Finance will require copies of all receipts totaling \$75.00 or more
- Tricare/Patient Administration needs to see receipts for all claimed expenses

## Active Duty

Active Duty member reimbursements are processed through the Defense Travel System (DTS) (some exceptions will apply). Active duty personnel are authorized reimbursement for mileage traveled based on allowable distances and rates, as stated on [www.defensetravel.dod.mil](http://www.defensetravel.dod.mil). For overnight travel reimbursement per diem is based on the government set rate dependent on the location of the appointment. Reasonable travel expenses are the actual costs incurred by the beneficiary when traveling to their specialty provider, not in an emergency status. Costs include tolls, parking and tickets for public transportation (i.e. airplane, train, bus etc.). Beneficiaries are required to submit receipts for all expenses except mileage and food.

### **Local Travel:**

- Local Voucher processed by member through DTS
- No pre-authorization required

### **Overnight Stay:**

- If orders are required, members must request orders through the Patient Administration office, prior to the appointment.
- Patient Administration office will create orders in DTS and member will receive email notification of orders completion
- Upon return from appointment member will file voucher through DTS and load all lodging receipts and receipts for expenses over \$75
- Patient Administration will approve voucher
- Timeliness of payment is usually 3-4 business days

### *Notes:*

- Max reimbursable lodging/cost of lodging (members will be reimbursed the MAX government rate for the area of the appointment), if members choose to surpass the allowed rate, members will be responsible for the difference.
- For all reimbursements, the following information is needed in the "Comments to Approving Official" box to validate current referral. Failure to have a valid referral may result in the denial of travel reimbursement
  - Patient Name: (Self, Amn Snuffy)
  - Provider seen name:
  - Facility name:
  - Specialist:
  - TriWest Authorization Number:
- If member has a referral that will be expiring members must contact their PCM and ask them to renew the referral.
- In DTS choose the 11 MEDICAL or 11 MEDICAL NMA fund cite and change the routing to MEDICAL before signing
- Travel needs to begin and end at Cannon AFB, not residence